Participant Portal Guide

This portal allows you to electronically see the data and documents for your case at the Office of Administrative Hearings (OAH). For example, it shows your hearing dates, the documents in your case, and the judge's decision. This electronic access to documents is called the OAH Participant Portal.

Important Note: You must have a **Secure Access Washington (SAW) Account** to access the OAH Participant Portal. You will need a code to add the Participant Portal. Please call **800-583-8271** to get that code. It is also listed in your Notice of Hearing.
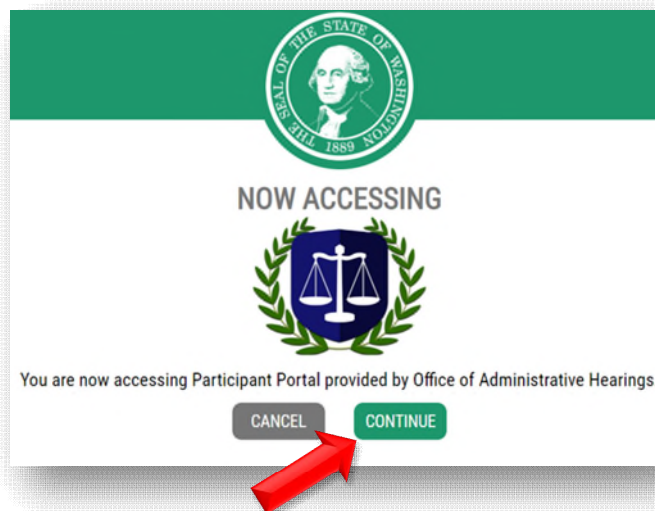
Access the Participant Portal

Briefly, here are the steps for creating your SAW account.
1. Create an account on **https://secureaccess.wa.gov**
2. Click **Add A New Service**
3. Select **I have been given a code**
4. Enter Your **SAW Service Code**: _____
5. Click **Participant Portal**
6. Add Your Case using **Docket Number**: _____ and
   Participant Identifier: _____

For more detailed step-by-step instructions, on creating your SAW account, click here for instructions. (The instructions are also available on www.oah.wa.gov.)

Once you have completed your SAW account, you will need to add the OAH Participant Portal.
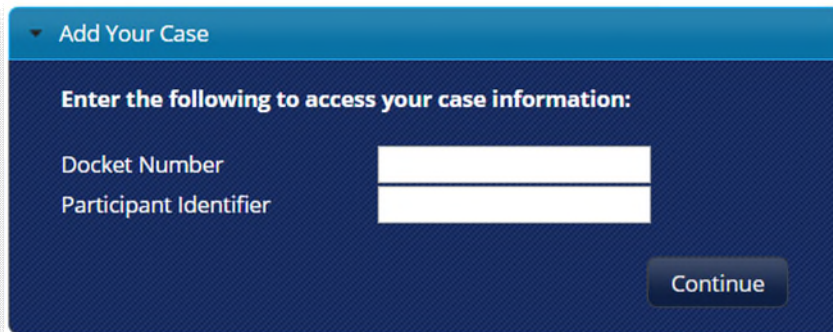- Click the **CONTINUE** button.

Add Your Case

Once you are in the Participant Portal, you need to add your case.

From your Notice of Hearing, add your docket number and participant identifier.

You may also call 800-583-8271 to get these numbers.

Docket number formats:
- 6 numbers
- Combination of numbers and letters: ##-####-XYZ-#####

Participant Identifier
- Up to 6 numbers

If you have any problems adding your case, please call OAH at 800-583-8271.

Home

After you click **Continue**, your case will be added and you will see details such as your email address, physical address, the Docket Number, and the Appeal Filed Date (the date you filed your appeal).

Your Information

There are two sections under Your Information:
- Name, User Name, and Email Address

Your Information			Remove Account
Secure Access Washington Account Information			
Name	**User Name**	**Email Address**	
Diane Altman	Diane30	diane.altman@oah.wa.gov	

- OAH Participant Details

OAH Participant Details				
Participant Identifier	**Participant Name**			
398622	Diane Altman			
Address				
12345 Sunshine Dr , Tacoma, WA 98404				
Contact Information			**Primary Contact**	**Hearing Reminder Opt-In**
Delete	Mobile Phone	(555) 555-5555	☐	☐
Add Contact Information				

There are 6 sections on the Participant Details screen:
- Participant Identifier – up to six numbers.
- Participant Name – the name of the person who is participating in the hearing.
- Address – this is the address where OAH will send all documents including the judge's order. Please verify that this is a correct address. Call (800) 583-8271 if it needs to be updated.
- Contact Information -- you may provide your mobile phone number.
- Primary Contact box -- allows you to check the box if that phone number will be your primary contact.
- Hearing Reminder Opt-in -- If you check the box, you will be sent reminders about your hearing.

Add Contact Item

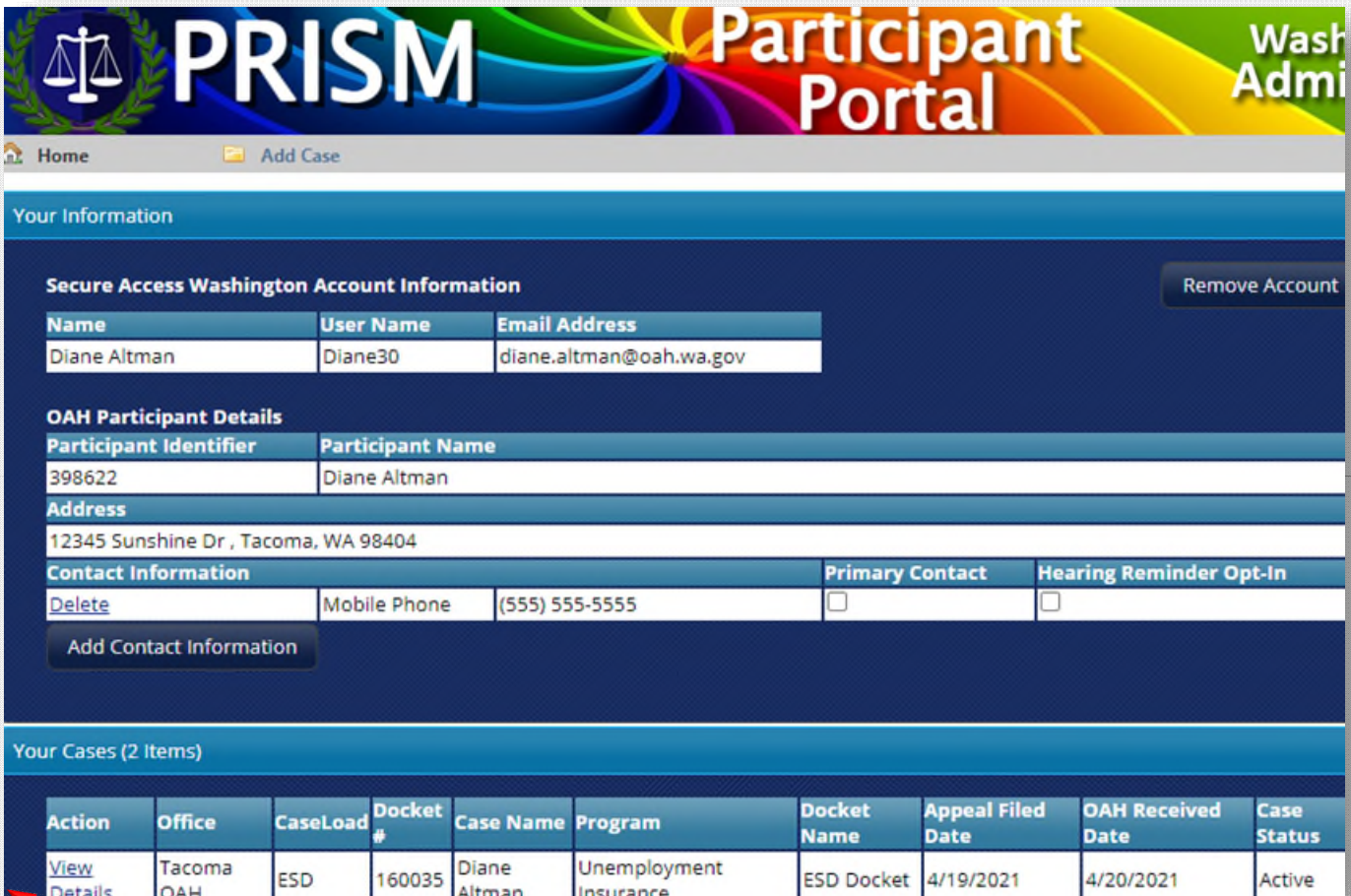To add personal information, click the **Add Contact Item** button.

In the **Contact Type** field, you may select:

- Home Phone
- Mobile Phone
- Fax Number
- Business Phone
- Email Address

Check one of these to be your preferred primary contact information.

Click here to receive a reminder about your hearing.

Click on the **View Details** to see more information:

> If you need to update your physical address call OAH at 800-583-8271.

Case Details Screen

There are five sections on this new screen:
- Case Details
- Case Participants
- Scheduled Events
- Case Orders
- Electronic Documents

Case Details

Here is a brief explanation about each field in the Case Details section.

Case Details for Docket 160036					
Caseload	**Case Name**		**Assigned Judge**	**Identifier Type**	**Identifier Value**
ESD	Diane Altman		Sundt, Joshua	Agency Number	123456
Program	**Office**	**Docket Name**	**Status**		
Unemployment Insurance	Tacoma OAH	ESD Docket	Closed		
Appeal Filed Date	**OAH Received Date**	**Office Received Date**	**Disposition**		
4/20/2021	4/21/2021	4/21/2021	Affirmed		

- **Caseload** – An abbreviation for the type of hearing (i.e. ESD is Employment Security Department).
- **Case Name** – The name of the appellant.
- **Assigned Judge** – The name of the Administrative Law Judge assigned to the case.
- **Identifier Type** – This is an optional field. It can show the number used to identify a person from the agency who is involved in the hearing. For example, a social security number or a determination number.
- **Identifier Value** – This is the identifying number.
- **Program** – This is the program under the caseload. For example, Unemployment Insurance is a program in the Employment Security Department.
- **Office** – This is the OAH office handling your appeal.
- **Docket Name** – An abbreviated name to help OAH schedule the case.
- **Status** – A case may be active or closed.
- **Appeal Filed Date** – The date of your appeal.
- **OAH Received Date** – The date OAH received your appeal. (Often it takes the referring agency a little time to process the appeal and send it to OAH.)
- **Disposition** – The disposition of the case such as Affirmed, Denied, Dismissed, etc.

Remember the Office of Administrative Hearings (OAH) is completely separate from the agency who took action. When you see references to caseloads and programs, those are hearings for agencies that are separate from OAH. This enables OAH to be fair and impartial during your hearing.

Case Participants, Scheduled Events and Case Orders

Here is a brief explanation about each field in the Case Participants, Scheduled Events and Case Orders sections.

Case Participants

Name	Type	Language	Business Name
Diane Altman	Appellant - Claimant	English	

Scheduled Events

Event Type	Docket Name	Participation	Event Start Date	Judge	In-Person Location	Continuance Req Date	Continuance Req By	Continuance Req Reason	Interpreter Scheduled
Hearing	ESD Docket	WebEx	4/26/2021 9:00 AM	Joshua Sundt					

Case Orders

Order	Disposition / Reason	Mail Date
ESD Initial Order	Affirmed	4/26/2021

- **Name** – The names of all participants involved in the hearing.
- **Primary** – This box shows the name of the person who filed the appeal.
- **Type** – The role of each participant.
- **Language** – The language spoken by each participant.
- **Business Name** – The business name (if applicable).
- **Event Type** – The type of event (for example Hearing or Prehearing).
- **Docket Name** – An abbreviated name to help OAH schedule the case.
- **Participation** – The method that will be used for participating in the hearing. For example, WebEx is a telephone conference call. The hearing could be in person or by phone.
- **Event Start Date** – the date of your event (such as your prehearing or hearing).
- **Judge** - The name of the Administrative Law Judge assigned to the case.
- **In-Person Location** – The location if the hearing is in person (rather than by phone).
- **Continuance Req Date** – The date a continuance was requested (if applicable).
- **Continuance Req By** – The person who requested the continuance (if applicable).
- **Continuance Req Reason** – The reason a continuance was requested (if applicable).
- **Interpreter Scheduled** – Displays if an interpreter was scheduled.
- **Order** – The name (type) of the order.
- **Disposition / Reason** – The disposition of the case such as Affirmed, Denied, Dismissed, etc.
- **Publish Date** – The date the order was mailed (or emailed).
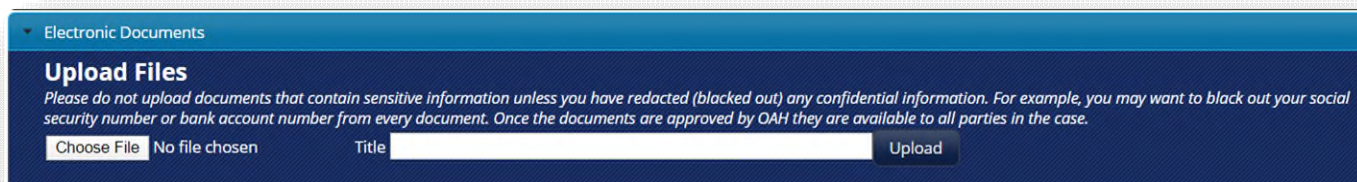
Electronic Documents

This section is where you view the documents in your case.
You may also upload documents that you would like the judge to consider.
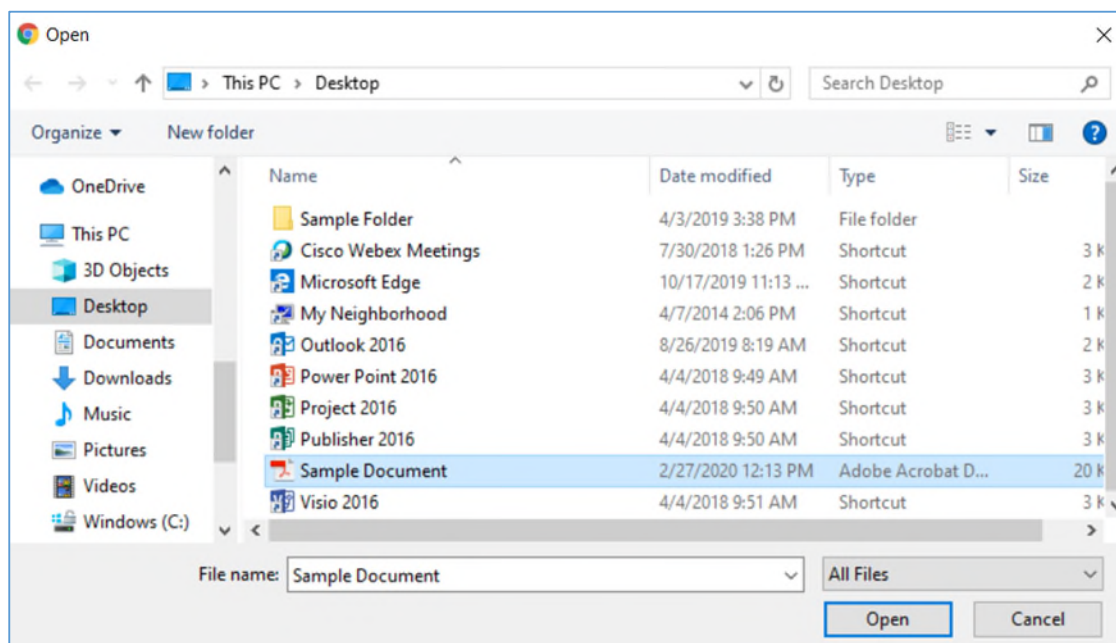
Upload Files
To upload files, click on the **Choose File** button and browse to the file on your computer.
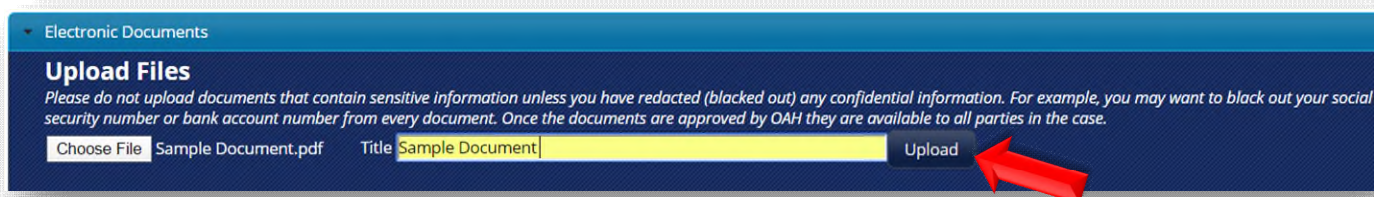

Browse to the file on your computer:
(Please note that this screen may look different depending on your computer. Please use your normal method of browsing to a file and uploading a file.)

Type a title in the Title box and click the **Upload** button.

The document will move into the Uploaded Documents waiting for OAH to review section:

Uploaded Documents waiting for OAH review

Title	Filename	Date Uploaded
Sample Document	078194.20574524.pdf	4/2/2020 8:57:45 PM

In some types of cases, you are required to redact (black out) confidential information before you upload it. If you are unsure if you are required to redact, please call OAH at 800-583-8271.

The reason we do that is to protect your information. Once a document is approved by OAH, then everyone in the case can see it. For example, you may not want everyone to see your bank account information or your social security number.

Case Documents
This section displays all of the documents in your case including the Notice of Hearing and any exhibits.

Case Documents

Filename	Document Type	Document Date	Uploaded Date
032020DCS30599.112521875.pdf	Request for Hearing/Appeal	3/24/2020	3/27/2020 11:25 AM
032020DCS30599.112549462.pdf	Notice of Hearing	3/25/2020	3/27/2020 11:25 AM
032020DCS30599.135012171.pdf	Exhibits	3/31/2020	3/31/2020 9:12 AM

- **Filename** – the OAH name for each document.
- **Document Type** – the type of document.
- **Document Date** – the date the document was approved or added to Case Documents.
- **Uploaded Date** – the date the document was uploaded.

Uploaded Documents waiting for OAH review

This section shows documents that you have uploaded.

OAH must review each document before it is added to the Case Documents.

Uploaded Documents waiting for OAH review			
Title	Filename	Date Uploaded	Uploaded By
Sample Document #1	085637.104250196.pdf	3/30/2020 10:42:50 AM	Tarisse Injerd

Rejected Documents

If OAH rejects a document that you uploaded, it will display here.

It will also show the reason the file was rejected and the date it was rejected.

Rejected Documents			
Title	Filename	Reason Rejected	Date Uploaded
Sample Document	085637.104114751.pdf	Sample rejected document	3/30/2020 10:41:14 AM

Remove Account

If you wish to no longer use the Participant Portal, click the **Remove Account** button.

If you change your mind and want to use the Participant Portal after you've removed the account, you will need to follow the steps in these instructions again.

If you have any questions, please call OAH at 800-583-8271.